



Mishawaka Communicator



Working together to build the "Best Hometown in America" by delivering exceptional services, promoting safe and clean neighborhoods, elevating the quality of life and inspiring pride in our community.

Dave Wood, Mayor

www.mishawaka.in.gov

February 2017

A Letter from Mayor Dave Wood



Sometimes government is slow to adapt to changing technology. This can be for many reasons but most often it is because change can be difficult for citizens and staff. As we strive to provide service more efficiently while improving customer service, we sometimes need to invest in new technology to improve service and keep your rates low. One recent example is the Mishawaka Utilities Business Office, which is conveniently located at 126 N. Church Street in downtown Mishawaka. This important department provides centralized customer service, trash service support, billing, data processing, finance/accounting and administrative functions for the three operating divisions of Mishawaka Utilities: Electric, Water, and Wastewater Treatment. Today, these three utilities serve a population of more than 47,000 people (27,000) customers.

It has been 33 years since Mishawaka Utilities Business Office changed the billing system for its customers. We began the process of a long overdue update in 2013. I am happy to report that we have completed our system upgrade and went live on November 1, 2016. Initial reports are that it is functioning well and allows us to be more customer friendly. Our goal in improving the system was to increase productivity, work flow, gather data more efficiently, accommodate a future Automated Meter Reading System and eliminate costly hardware and software upgrades while lowering maintenance costs. What was a very outdated system is now one that is current with a custom software system and hardware technology. Although the system is new and efficient there remains some ongoing changes that will in the end serve our customers much more effectively.

You may have noticed that your most recent utility bill is in a different format. Although the formatting of the bill has been changed slightly, it still gives you the detailed history
(continued on next page)

Recognize Heart Attack Signs and Symptoms

Health Information from Saint Joseph Health System

When someone is having a heart attack, time is critical. Every minute treatment is delayed can mean lost heart muscle and permanent damage. You can take steps to get treatment sooner by recognizing symptoms of a heart attack.

According to the Centers for Disease Control and Prevention, the five major symptoms of a heart attack are:

- Chest pain or discomfort
- Nausea or vomiting; feeling weak, light-headed or faint; unusual or unexplained tiredness (more likely in women)
- Pain or discomfort in the jaw, neck or back (more likely in women)
- Pain or discomfort in arms or shoulder
- Shortness of breath

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UPCOMING EVENTS!

- Feb 10 Dinner and a Movie
"Radio" (Battell Center)
- Feb 11 DJ Night
(Merrifield Ice Rink)
- Feb 13 Grandparent and Me
Valentine's Day
(Battell Center)
- Feb 14 Couples Skate
(Merrifield Ice Rink)
- Feb 17 Parents' Night Out!
(Battell Center)
- Feb 21 Veterans Appreciation
Night
(Merrifield Ice Rink)
- Feb 22 Brunch/Classic Movie
"My Fair Lady"
(Battell Center)
- Feb 24 Daddy / Daughter
Dance (Battell Center)
- Mar 4 DJ Night
(Merrifield Ice Rink)
- Mar 10 Family Fun Night /
Movie "Minions"
(Battell Center)
- Mar 29 Dinner and a Movie
"20,000 Leagues
Under the Sea"
(Battell Center)

STATE OF THE CITY

Mayor Dave Wood's annual State of the City address will be given March 13, 2017 at 7:00pm in the new Battell Center auditorium.

Volunteer Income Tax Assistance

IRS-certified VITA tax preparers will prepare and e-file your taxes for FREE!
CALL 2-1-1 to schedule your appointment or schedule online at

www.uwsjc.org/vita.html

A Letter from Mayor Dave Wood *(continued)*

provided on your past bill. The balance forward line will show you any balance that has not been paid from the previous bill or a zero balance if paid in full. In addition, all customers have received a new account number. If you are a customer who pays bills through an online banking system or our third-party processor, please make sure you have changed your account number to reflect the new account number on your new bill. If you are signed up through our EZ-Pay program at the Mishawaka Utilities Office, we have changed this information for you and therefore there is no need to worry about making any changes with us or your bank. We also added a monthly usage graph to show usage over a 12-month period. This allows you, as a customer, a better understanding of utility history without having to look back on individual monthly statements. If there is a question concerning a bill, our customer service representative has the ability, with our new system, to view the statement in a mutual format. This allows both the representative and customer to resolve issues quickly and timely.

The Mishawaka Utilities Management and staff have been preparing for this conversion over a period of three years. This required extra hours for staff and management putting daily work aside to prepare for a very challenging task as preparation data was gathered from our older system to convert over to the new system. This conversion entailed taking information from billing, balancing the services, payments, and other important data to assure a clean transition. This required software and hardware specialists who had knowledge of how utilities in moderate to large municipalities worked and how data could be tracked and then billed. Specialists then trained management and then management trained office staff all requiring a learning curve and time. Training continues with our staff, but in the end, we hope our Mishawaka customers will be happy with the changes and better service will be reflected from these changes.

I would like to give a special thanks to you, our customers, for your patience through our conversion. As with any conversion, there our bumps in the road and we certainly had experienced some of those bumps and appreciate your understanding while these issues were corrected. Every worthwhile project has a champion. I would also like to thank Ginny Fras, Business Manager at Mishawaka Utilities, for leading the massive effort and her staff for their hard work and commitment to seeing it through. If you have any questions or concerns, please feel free to contact our Mishawaka Utility Customer Service at (574) 258-1630. They would be happy to help with any further questions you may have.

Mayor Paul

Heart Attack Signs and Symptoms... *(continued)*

Call 911

If you notice the symptoms of a heart attack in yourself or someone else, call 911 immediately. The chances of surviving a heart attack are greater the sooner emergency treatment begins. It is especially important to call 911 within the first hour of feeling symptoms. The sooner someone gets to an emergency room, the sooner they can receive treatment to prevent total blockage and heart muscle damage or reduce the amount of damage. At the hospital, healthcare professionals can run tests to determine whether a heart attack is occurring and decide the best treatment.

In some cases, a heart attack requires cardiopulmonary resuscitation (CPR) or electrical shock (defibrillation). Bystanders trained to use CPR or a defibrillator may be able to help until emergency medical personnel arrive.

Do not attempt to drive to the emergency room. Patients who arrive by ambulance have their blockages opened 16 minutes faster on average. Calling 911 also reduces the risk of dealing with someone going into cardiac arrest while in the car.

For more information on heart attack sign and symptoms, talk to your primary care provider.

MISHAWAKA PARKS AND RECREATION FAMILY FUN NIGHT

FRIDAY, MAR 10
BATTALL CENTER

6-8 PM

FUN
FITNESS
CRAFTS
SNACKS

8 PM
MOVIE
MINIONS

REGISTER
BY MAR 3



ONLINE ACCESS



<http://mishawaka.in.gov>

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